

# Tisio Device Manager Centralized Startup Guide



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## About this Startup Guide

This guide is for system administrators who use Tisio Device Manager to configure Tisio terminals from a central location.

The instructions in this guide assume that you have completed the following tasks:

- Installed Tisio Device Manager and Tisio Operating Software as described in the Tisio Device Manager Installation Guide.
- Installed the necessary support components, JavaVM, MySQL, Tomcat Web services and Apache Web Server components as described in the Tisio Device Manager Installation Guide.
- Set upgrade policies as described in Tisio Device Manager Installation Guide.

# Introduction to Centralized Startup

Tisio Device Manager brings terminal configuration to a central Web Services Management Server. With its functionality, you can configure terminal properties and create connections to any server, make the configurations and connections available to terminals, and restart terminals to upgrade their configurations – all from one web services application, using any web browser.

The Tisio Device Manager consists of Java-based control service, a data base service (MySQL), a Client Device Manager Service, and the Device Manager Administrative GUI.

## Features of Tisio Device Manager

Tisio Device Manager centralizes Tisio terminal management, giving you the following capabilities:

### ■ **Managing large groups of terminals from a central server**

Using the Device Manager, you can:

- View, modify and store terminal properties and connections for all managed devices
- Report configuration information of devices on request
- Define groups and multi-level sub groups of terminals to managed separate configurations and software components.
- Perform wake-up or shutdown operations.
- Register the configuration in Device Manager for automatic terminal updates.

### ■ **Restarting groups of terminals from a central location**

When a terminal restarts, it is updated with values from the registered configuration stored in a local data base.

### ■ **Easy access to the Device Manager administrative interface**

Device Manager can be run from any Web Browser supporting the Java applets. Requires JS2E runtime environment 5.0 support.

■ **Secure Login**

A login secures access to the Device Manager administrative interface.

■ **Secure Network Access**

Device Manager and managed Tisio thin clients communicate using HTTP/HTTPS protocols offering secure access over LAN, WAN and through firewalls.

## Overview of the Central Configuration Process

To configure Tisio terminals through Tisio Device Manager, you will complete the following tasks:

■ **Getting started**

Build a list of terminals

- Start Device Manager
- Registration of managed devices

■ **Organizing and configuring terminals**

- Create Managed Groups
- Define terminal properties and connections for a Managed Groups using the Reference Terminal process.
- Edit terminal properties and connections for Managed Groups

■ **Distributing the new configuration**

- Restart terminals to update them with the new configuration

■ **Completing ongoing processes**

- Distribute new software to terminals, including configuration settings, Operating Software, or client

software

- Reset passwords

This guide has instructions for configuring, starting terminals and managing them using Tisio Device Manager. A companion to this guide, the Tisio Device Manager Reference, contains greater details about Tisio Device Manager, troubleshooting, and error messages.

## Getting Started

When getting started with Tisio Device Manager, the first steps include:

- Deciding how to configure terminals and the groups or sub groups they will be initially associated with.
- Starting the Device Manager Window
- Assigning terminals to the Tisio Device Manager, and defining initial settings.
- Create a group and managing configuration settings.
- Distributing configurations to managed Tisio devices.

These first steps lay the groundwork for configuring and managing groups of terminals.

## Deciding How to Configure Terminals

When you set up a centralized configuration for a Tisio network, defining a grouping strategy is key. Groups allow unique configurations to be assigned to Tisio devices, supporting the many different requirements throughout any organization. Tisio terminals automatically receive the associated configuration defined for a Managed Group they are in.

The Managed Group connection and property settings can be created and edited from within the Tisio Device Manager's interface, copied from another Group or a specified Tisio device.

In planning the configuration, keep in mind the following basic parameters:

- You can manage remote terminals locally at the Tisio Device Manager server or through the Internet using a web browser connected to the Tisio Device Manager server.
- Select a Tisio terminal device temporarily to initially define the specific managed Group configuration settings.
- You can modify and edit the managed Group configuration settings from the Device Manager interface.
- You can use groups to manage different configuration and connection properties. Use group names that describe a specific grouping requirement chosen.
- For larger and more complex environments use multi-level groups to associate by similar configurations, organizational criteria, or geographical criteria. You may want groups for departments, divided by locations or for some other specific use. You may want individual groups for special cases.
- You can make certain configuration options available to users.

The following sections show how to implement these decisions through Tisio Device Manager.

## Assigning Terminals to the Device Manager

Assigning the Tisio terminal to the Device Manager is done at the terminal and allows the terminal to be managed. It can be manually set or automatically defined by using the default domain host name "*thinccodm*" plus "<your domain>", i.e.. "*thinccodm.your\_domain.com*".

The value must be a URL pointing the Tisio Device Managers Web Service, i.e.. "*http://<serverName>:8080/ThinCCo/DMServlet*" where *serverName* is the name of the host on which Device Manager has been installed.

- Assigning the Device Manager Manually.
  - The Device Manager setting on the Tisio Tisio terminal defines the URL of the Tisio Device Manager server. This value can be modified from the Tisio Device Properties window under the Device Manager tab at any time.
  - The first time the Tisio terminal is powered on or after a factory default, the Tisio Startup Wizard runs to setup required first time settings. The Device Manager setting can be set as one of the required first time settings under the Tisio Startup Wizards Device Manager tab.
- Assigning the Device Manager Automatically.
  - The Device Manager can be automatically assigned if the Tisio Device Manager's host name is aliased on the local network's DNS server. By default, all Tisio terminals use the hostname "*thinccodm*" as the Device Manager server. The full default URL setting used is *http://thinccodm:8080/ThinCCo/DMServlet*. To avoid manually setting a value on every Tisio device, add the alias "*thinccodm*" for the Tisio Device Manager in the local DNS table.

## Defining the Management Server

The Tisio Device Manager value can be manually set from the Tisio Device Properties window. Press the F2 key then select the device's Connection Manager tab. Enter in the new value using the URL address to the Tisio Device Managers.

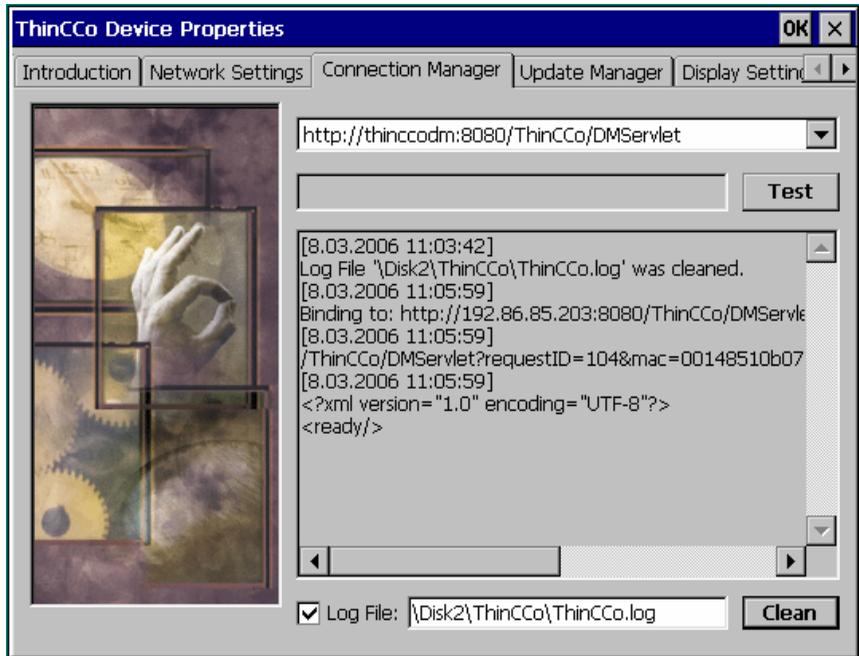


Figure 1 - Setting Device Manager Server

## Multiple Management Servers

A Tisio Device manager can handle over 1000 Tisio devices. If the Tisio Device Manager Software is installed on multiple servers, the Tisio terminals should be pointed to their specific management server. Future versions will support multiple Tisio Device Management Services servers utilizing one central database. The only reasons to install multiple Management Servers are:

- You have more than 1000 Tisio terminals on your network
- Your Server has inadequate system resources to support multiple simultaneous software upgrades

If you feel that multiple Management Servers are needed, please contact ThinPATH Systems, Inc. Technical Support. They can assist you with planning and implementing the installation.

## Terminal Startup Options

When a Tisio terminal starts for the first time, it goes through a series of initial setup screens to establish basic terminal properties and to establish a connection to the Tisio Device Manager. See **Defining the Management Server** above, since you are configuring terminals centrally.

## Default Connections

On the Tisio terminal there is one IE Browser connection established automatically on first time startup.

To define other connections:

1. Select **Connections > Configure** and check that you want to include the information.

Click **Add**, complete the information to add the connection, and click **OK**.

## Registration of Tisio Devices

On first time startup of the Tisio terminal device the Tisio Startup Wizard will run. See Assigning the Tisio Device manager setting above. When the Tisio Startup Wizard has completed on the Tisio device it will register with the Tisio Device Manager to enable it to be remotely managed and configured. The configuration defined for the Tisio Device will automatically be downloaded eliminating the need to individually set each Tisio device on your network.

## Starting the Tisio Device Manager (TDM)

The Tisio Device Manager is an integral part of the overall management scheme. The Tisio Device Manager offers an easy-to-use tool for Administrators to remotely manage all types of Tisio thin client devices and their groupings.

The Tisio Device Manager consists of a Java-based Control Service, a database service (MySQL), a Client Device Manager Service, and the Device Manager Administrative user interface.

To access the Tisio Device Manager either from the local TDM server or from a remote browser follow one of these two methods.

### ■ Starting on the local server

Open the web browser on the TDM server and enter the URL:

**<http://localhost:8080/ThinCCo/DeviceManager.htm>**

### ■ Starting from a remote browser

Open any Java-enabled web browser on the computer and enter the URL:

**<http://<server.your.domain>:8080/ThinCCo/DeviceManager.htm>**

Where the value <your server> is the hostname or IP address for the server where the Tisio Device Manager software was installed.

You will first be prompted to login at the initial screen. Enter the username and password defined during installation of the Tisio Device Manager software, set to “Admin” and “admin” respectively.



**Figure 2 - Tisio Device Manager Login Window**

After a successfully logging in, the main Tisio Device Manager window will start display as shown in Figure 3 below.

Name	Online	MAC	User	IP	Model	OS	Group
TTC-0016E63A7670	Online	0016E63A7670	anybody	10.240.1.225	Tisio 90-1	Linux 1.0	unassigned
TTC-0016e63b1fa2	Offline	0016e63b1fa2	Administrator	10.240.1.224	Tisio 96-1	WinXPe SP2	unassigned
TTC-0016E690BB82	Offline	0016E690BB82	anybody	10.240.1.203	Tisio 96-1	WinCE 5.0	unassigned
THINCCO-0S3AEKL	Offline	0016e6928a25	Administrator	10.240.1.200	Tisio 95-1	WinXPe SP2	unassigned

Figure 3 - Tisio Device Manager main window

# Management Tasks

## Overview

The Tisio Device Manager breaks management tasks into logical functions. These are categorized as Managed Devices, Group Management, Software Deployment, Configuration Backup and Restore, view Logs and Administration. With this functionality, you can configure terminal properties and create connections for any server, make the configurations available to terminals, and restart terminals to upgrade their configurations – all from one web services application, using any web browser.

Tisio Device Manager includes the following functional operations, with details on each in the following section.

### ■ Managed Devices

Under Managed Devices, you can:

- View, modify and store terminal properties and connections for all managed devices
- Report configuration information of devices on request
- Add and Delete Tisio devices from the managed list
- Perform wake-up or shutdown operations
- Perform remote device diagnosis using Ping and device logs

### ■ Groups

Under Groups, you can:

- Create and delete groups and sub-groups
- View, modify and store terminal properties and connections associated with a specific group
- Drag and drop Tisio devices to a group to assign a specific set of configuration settings

- Copy configuration settings from a group/ device to another group/ device
- **Deploy Software**

Under Deploy Software, new or updated versions software packages can be installed for later deployment to Tisio devices.
- **Backup/Restore**

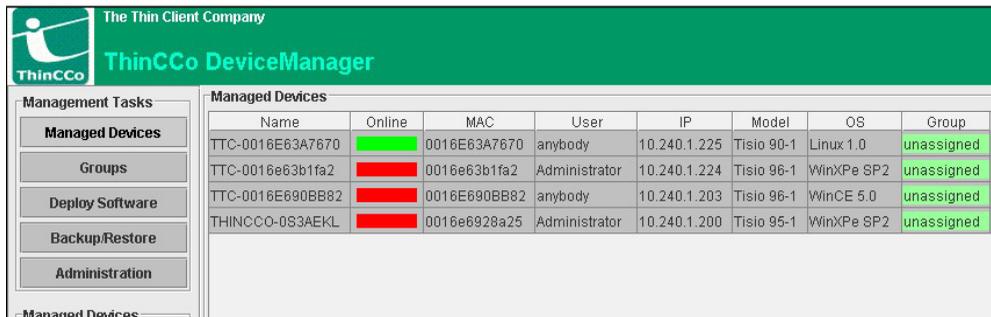
Under Backup & Restore, vital deployment and configuration information can be easily be backed up and restored.
- **Administration**

Under Administration, you can:

  - Register your product with ThinPATH Systems, Inc. to activate product warrantee
  - View and modify user names and passwords controlling security and logon access to Tisio Device Manger
  - View server log files

## Management Tasks - Managed Devices

The Managed Devices window is the initial window displayed when the Tisio Device Manager starts. Tisio devices automatically register with the Device Manager which gathers information about the managed Tisio device. Basic information identifying the Tisio device is listed, as shown below.



Name	Online	MAC	User	IP	Model	OS	Group
TTC-0016E63A7670	Online	0016E63A7670	anybody	10.240.1.225	Tisio 90-1	Linux 1.0	unassigned
TTC-0016e63b1fa2	Offline	0016e63b1fa2	Administrator	10.240.1.224	Tisio 96-1	WinXPe SP2	unassigned
TTC-0016E690BB82	Offline	0016E690BB82	anybody	10.240.1.203	Tisio 96-1	WinCE 5.0	unassigned
THINCCO-0S3AEKL	Offline	0016e6928a25	Administrator	10.240.1.200	Tisio 95-1	WinXPe SP2	unassigned

Figure 4 - Managed Devices Window

In addition to displaying basic information on devices, the Managed Devices window is used to perform specific management tasks on individual Tisio devices, usually from a simple right click menu over a selected Tisio device.

### Managed Devices menu

The Managed Device menu is displayed by selecting a Tisio device and right clicking. The menu provides the following functions:

- View, modify and store terminal properties and connections for all managed devices
- Report configuration information of devices on request
- Add and delete Tisio devices from the managed list
- Perform wake-up or shutdown operations

- Perform remote device diagnosis using Ping and device logs

## Manage Devices menu details

From the Managed Device menu, administrators can perform the following functions on the selected Tisio device.

Menu Item Name	Description
Device Ping	Perform a TCP/IP Ping to the device. Display the results in a local popup window.
Trace Route	Perform a TCP/IP Trace Route to the device. Display the results in a local popup window.
Reboot	Perform a Reboot on the device.
Shutdown	Perform a Shutdown on the device or turn the device off.
Wakeup	Perform a Wakeup to the device or turn the device on.
Update	Perform a software update on the device.
Add Device	Add a device, assign its IP address and assign it to a group or leave unassigned.
View/Edit	View client packages installed on the Tisio device
Delete Device	Remove Tisio device from Device Manager
Print Report	Print a report on the status of the selected device.
Apply Changes	Make changes permanent in data base

## Modifying Managed Devices Data Fields

The fields below identified by a green background in the Managed Devices main window can be modified directly.

When the field is selected with a left mouse click, a dialog window or dropdown box is presented allowing a new setting to be set.

Value to Modify	Description or User Prompt
-----------------	----------------------------

Value to Modify	Description or User Prompt
Group	A drop down box lists all available groups
Shutdown Time	A time window is presented.
Wakeup Time	A time window is presented.
Reboot Time	A time window is presented.
Time Zone	A Tisio time zone setting window is presented.
Update Time	The time and date window is presented.

**Figure 5 - Changeable fields in Managed Devices**

- **Group** - Select a new group from the drop down list box. This will assign the selected Tisio device to a new group.
- **Shutdown Time, Reboot Time, Wakeup Time** - Enter the time and check the days of the week in the window you wish to have the shutdown, reboot or wakeup to be run.
- **Update** - Enter the time and check the days of the week in the window presented and select if you want to also perform a wakeup and shutdown.
- **Time Zone** - Select the proper time zone setting from the drop down list box.

When any of the fields displaying a green background are changed the Apply Changes button will become active indicating changes have been made but not yet saved. If another Managed Tasks button is selected a prompt is presented to save or discard the changes.

## Filtering Managed Devices

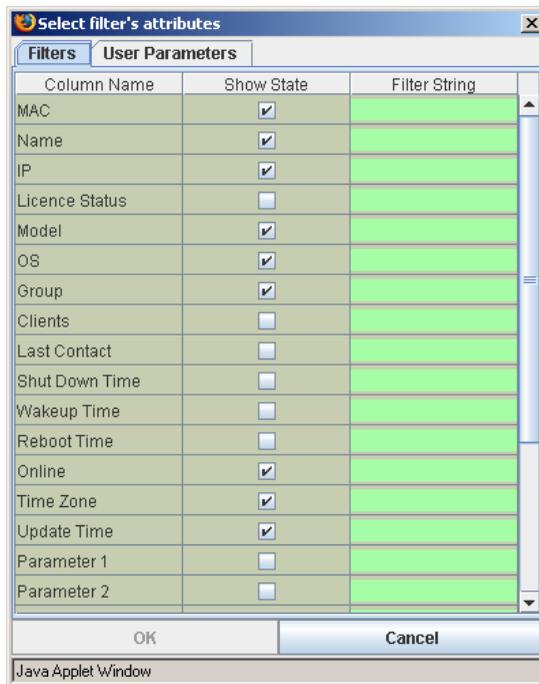
The Filter button can be used to add or remove fields from view in the Manage Devices window. The table below lists the fields that can be displayed under the Managed Device window.

Column Name	Field Description
MAC	Tisio Ethernet hardware address
Name	Tisio network hostname
IP	Tisio network TCP/IP address

Column Name	Field Description
License Status	Tisio device connection license status
Model	Model number of the Tisio device
OS	Operating System running on the registered Tisio device.
Group	The Group to which the Tisio device has been assigned
Clients	Client Packages installed on the Tisio device
Last Contact	The last time of contact between the Device Manager and Tisio device.
Shutdown Time	The time and date to perform a shutdown.
Wakeup Time	The time and date to perform a wakeup
Reboot Time	The time and date to perform a reboot
Online	The Tisio on-line status
Time Zone	The Tisio time zone setting
Update Time	The time and date to perform an update
Parameter 1-n	Currently not used.

**Figure 6 - Managed Devices Fields**

Press the button  to add or remove fields from view, using the Select Filter attributes window. Here you can also add expressions to narrow the number of terminals shown in the main view. Besides that from here one can fill in custom fields which in turn can be used to control the view.



**Figure 7 - Filter Managed Device window contents**

The fields that get checked are displayed in the Manage Devices window. The use of the Filter String field displays those devices that match the text entered.

## Management Tasks - Groups

Another important management functions is performed in the Groups window. It provides an easy method of managing groups of Tisio thin clients deployed throughout a company or organization.

### Creating a Group and Managing Configuration Settings

#### Group Principles

The main intent of Groups used within the Tisio Device Manager is

to provide an easy method of controlling and configuring groups of Tisio thin clients deployed throughout a company or organization. Multiple levels of groups can be created, meeting the various deployment requirements of large and small organizations. For a full description of all the group functions refer to the section, **Organizing and Managing Devices with Groups**

Specific configuration settings and connection information are associated with a group. Any Tisio terminals assigned to a Group will automatically have the configuration settings of that group assigned to the device. The individual property settings of a group or managed thin client device can be set and modified.

It is recommended you initially define the configuration of a group from a pre-configured Tisio terminal and use the Tisio Device Manager View/Edit windows to make modifications to the Managed Group or thin client device.

The next section will help guide you through these easy setup steps so your Tisio thin client devices can be centrally managed.

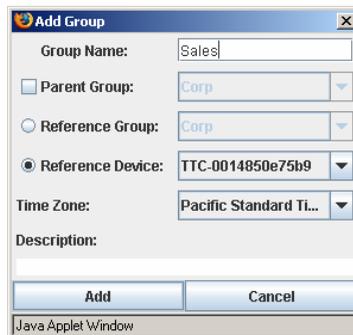
## **Creating a Group and Defining a Configuration**

When creating a group, you are asked to initially assign a configuration. The configuration can come from another group, a parent group or an individual Tisio device. When creating a new top level group it is best to use an existing Tisio terminal that is already configured for your desired environment (also known as *Reference Terminal*).

Follow these steps to create a group and assign a configuration:

1. Identify a Tisio terminal to be used to initially define the settings for the Managed Group.
2. Working at the Tisio terminal, configure the device to your needs.

3. Reboot the Tisio terminal, forcing the terminal to upload its configuration to the Tisio Device Manager.
4. Open the Tisio Device Manager and click on the **Groups** button.
5. Click on **Add Group** to create a new managed group.
6. Enter the name of the top level group you want to create into the **Group Name:** entry box.
7. Deselect the **Parent Group** so it does not create a sub group.
8. Click on the radio button **Reference Device:** and from the drop down box select the name of the Tisio terminal you configured in Step 1 above.
9. Select the local Time Zone and click on the button **Add**.



**Figure 8 – Create new Managed Group**

10. The group you created now contains the configuration related to the terminal selected as the Reference Device. Any Tisio device moved into this group will automatically be assigned the group's configuration settings at the next reboot of the terminal.

## View/Edit Group Configuration Settings

The Tisio Device Manager allows the configuration settings assigned to a group or device to be viewed and edited. This offers administrators the ability to modify the configuration settings of a Tisio device remotely. The Managed Device view or the Group view allows devices or groups to be selected for modification of their configuration settings. The View/Edit button opens a separate window allowing access to view and change settings associated with a group or individual device.

To modify any settings to a group or Tisio thin client device, follow these steps:

1. Open the Tisio Device Manager.
2. Select either the **Managed Devices** view (Click on **ManagedDevices** button) or the Groups view (click on the **Groups** button).
3. Select a Tisio thin client device, top level group or sub level group from the selecte Tisio Device Manager view.
4. Select **View/Edit Button** to open Configuration details on the selected Group.
5. The Configuration Details window will allow all connections and settings for a Group to be modified and saved.



**Figure 9 - Configuration Details of a Selected Group**

6. Select a **Connection Type** on the left pane to open the configuration details for a connection. The right pane contains the individual setting that can be changed for the selected connection. Make changes to any connection setting and click the **Apply Changes Button**.
7. The **Add & Delete Buttons** can be used to *create* new connections or *delete* existing connections.

For more details see the Section below Using the Tisio Device Manager Configuration Details window.

## **Distributing Configurations to Managed Tisio devices**

### **Organizing and Managing Devices with Groups**

The main intent of groups used within the Tisio Device Manager is to provide an easy method of controlling and configuring groups of Tisio thin clients deployed throughout a company or organization. Multiple levels of groups can be used, meeting the varied deployment requirements by large and small organizations.

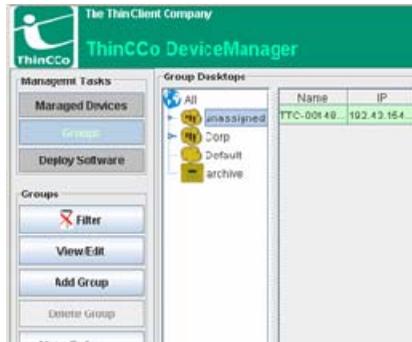
### **Group Hierarchical Considerations**

The Tisio Device Manager supports the ability to create groups and multiple levels of sub-groups. This offers more control for administrators when managing larger numbers of Tisio thin clients.

Sub-groups are automatically assigned the configuration settings assigned to their parent group. Sub-group settings can be modified without affecting their parent group or any subordinate groups.

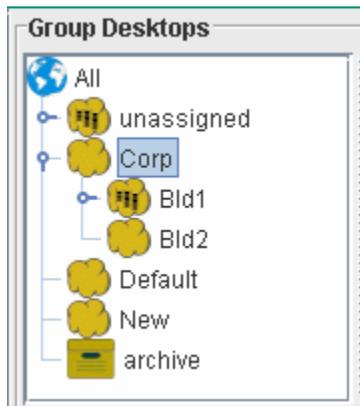
### **Traversing Groups and Sub-Groups**

The Groups view of the Tisio Device Manager is opened by selecting the Groups button.



**Figure 10 - Device Manager Groups view**

The Groups view lists predefined and user defined groups, displayed in a hierarchical tree structure. Icons indicate the presence of predefined groups, user defined groups and user defined sub-groups. Icons also indicate if sub-groups exist and are visible. For top level groups, icons are used to indicate when a lower branch is empty, open or closed. Clicking on these icons changes the view of the hierarchical tree structure.



**Figure 11 - Group hierarchal view**

The group or sub-group names are displayed to the right of the group icons. The group can be selected by clicking on the name or icon.

The following figure describes in detail the function and indication of the icon when viewed, selected or clicked-on.

Icon	Indication and Function
	Top Level of all groups
	Defined group with no defined sub-groups. Clicking on the icon selects the group.
	Defined group with sub-groups. Clicking on the icon selects the group. Double clicking will make the next level of sub-groups visible.
	When group names are selected a blue box surrounds the name of the group.
	Defined group with sub-groups not displayed. Clicking on the blue pointer or double clicking on cloud will make the next level of sub-groups visible.
	Defined group with sub-groups displayed. Clicking on the blue pointer or double clicking on cloud will hide all sub-groups.
	Lower sub-groups exist but are not visible. Clicking reverses the visibility of sub-groups.
	Lower sub-groups are visible. Clicking reverses the visibility of sub-groups.
	Archive Group

## Figure 12 - Group Icon Indications and Functions

### Group Buttons and Menus

The Tisio Device Manager Groups window offers multiple methods of accessing group functions. The Group functions can be accessed from the Groups buttons just below the Management Tasks or by a right click menu while the mouse pointer is over a group or device in the group directory panel.

In both the button list and menu, some selections may appear light gray and will not be selectable, indicating the function is not allowed for the selected group or Tisio device

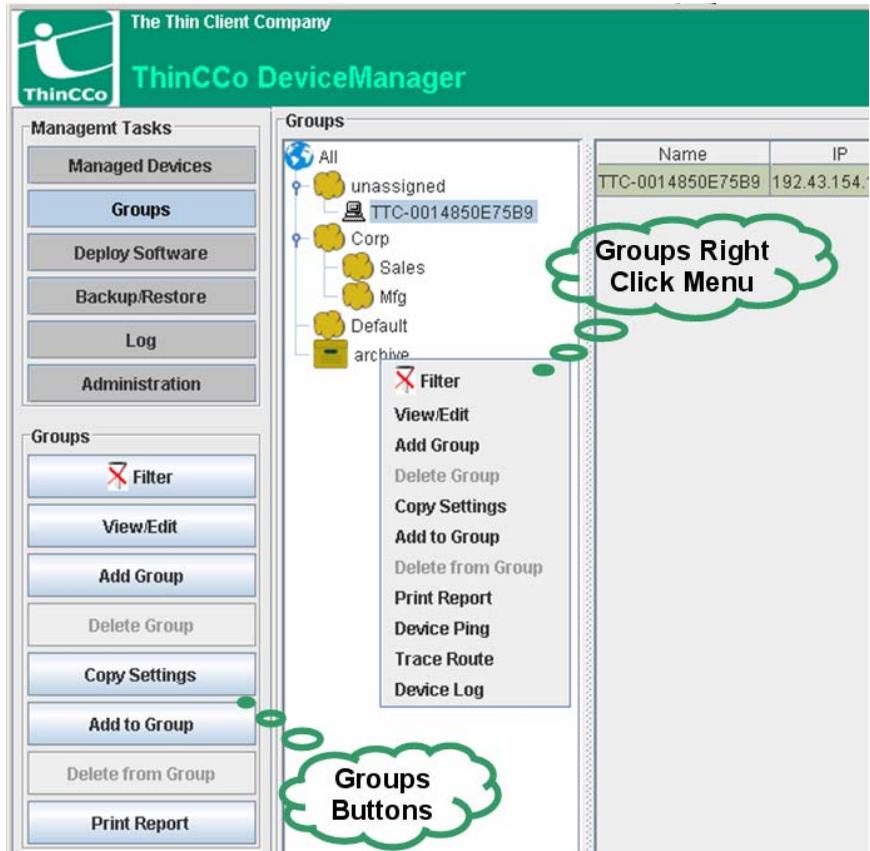


Figure 13 - Selecting Group Functions using Buttons or Menus

## Unassigned, Archive and Default Groups

The Unassigned and Archive groups are created by default and provide place holders for new and unmanaged Tisio devices. The Default group is not initially created but is normally the first group that is created. These groups will be referenced throughout the documentation.

### ■ Unassigned Group

The Unassigned group contains managed Tisio devices that first make contact with the Tisio Device Manager. All Tisio devices turned on for the first time get assigned to this group. Any configuration assigned to this group is automatically assigned to the Tisio device. By default the unassigned group contains no configuration settings or connection information.

### ■ **Archive Group**

The Archive group contains Tisio devices that have been previously deleted from the Device Manager. Devices moved into the Archive group are ignored by TDM but their last settings are kept for documentation purposes.

### ■ **Default Group**

The Default group is not initially created, but is the first group created. The group can be assigned any name but it is recommended it be named Default. The Default group when created can only be assigned a configuration from a Tisio device. Once created the default group should be modified to contain the configuration that will be initially assigned to new groups.

When creating the Default group using the Add Group function, the Parent Group box is not selectable until an initial first group is created. The Unassigned and Archive groups can not be selected as parent groups.

See the section on **Creating Groups and Sub-Groups** and the section **View/Edit Group Settings** on how to modify the Default groups settings.

## Creating Groups and Sub-Groups

When creating a group you can create a top level group or sub-groups. When the new group is created, a configuration is initially assigned. The configuration can come from another group, a parent group or an existing Tisio device.



**Figure 14 - Add Group window**

The Add Group window provides for the following settings and values:

**Group Name** - Defines the name of the group.

**Parent Group** - If checked a new sub-group will be created under the selected parent group. The configuration and connections assigned to the new group is inherited from the parent group.

**Reference Group** - When Parent Group is unchecked and Reference Group is enabled, a new top-level group will be created. The configuration assign to the new group is inherited from the group selected.

**Reference Device** - When Parent Group is unchecked and the Reference Device is enabled, a new top-level group will be created. The configuration assigned to the new group is inherited from the device selected.

**Time Zone** – Select the time zone associated with the new group. The time zone value should match the time zone of the Tisio thin clients added to this group.

**Description** – Display or add the description of the new group.

## Creating a new sub-group

Whenever creating a sub-group the initial assigned configuration is inherited from the parent group. To create a new sub-group:

1. Open the Tisio Device Manager and click on the **Groups** button.



**Figure 15 - Opening Groups Under Device Manager**

2. Click on the **Add Group** button that appears below and enter the name of the new group in the dialog box provided.
3. From the **Parent Group** drop down box, select the parent group for the new sub-group.
4. Click on **Add** button to finish creating the new sub-group.

## Creating a new top level group

When creating a top level group the initial assigned configuration is inherited from a selected Tisio thin client device. To create a new top level group:

1. Open the Tisio Device Manager and Click on the **Groups** button.

2. Click on the **Add Group** button and enter the name of the new top-level group in the dialog box provided.
3. Deselect the **Parent Group** so it does not create a sub group.
4. Click on the radio button **Reference Device:** and from the drop down box select the name of the Tisio thin client device. The configuration and connection setting of the device will be applied to the new group.
5. Select the local Time Zone and click on the button **Add**.

## Copying Groups or Device Configurations

The Tisio Device Manager allows the configuration of a group or device to be copied to another group using the **Reference Terminal** button. Every group defined in the Tisio Device Manager contains configuration information. The group's configuration information defines the settings and connections of all the Tisio thin client devices associated with the group.

Follow these steps to copy the configuration information from an existing device or group to a group using the **Reference Terminal** button.

1. Open the Tisio Device Manager and Click on the Groups button.
2. Click on a device or group you want to copy the configuration settings from.
3. Click on the **Reference Terminal** Button to to select a target group or Tisio device.



**Figure 16 - Copy/Modify Group Settings**

4. In the dialog Window, choose the Group name or Tisio device to copy the configuration settings to and click **Copy**.
5. The group or Tisio device selected above now contains the same configuration settings as the group or Tisio device previously selected in step 2.

## View/Edit Group Settings

The Tisio Device Manager allows the configuration settings assigned to a group or device to be viewed and edited. This offers Administrators the ability to modify the configuration settings of a Tisio device remotely. The Managed Device view or the Group view allows device or groups to be selected for modification of configuration settings. The View/Edit button opens a separate window allowing access to view and change settings associated with a group or individual device.

To modify any settings for a group or Tisio thin client device, follow these steps:

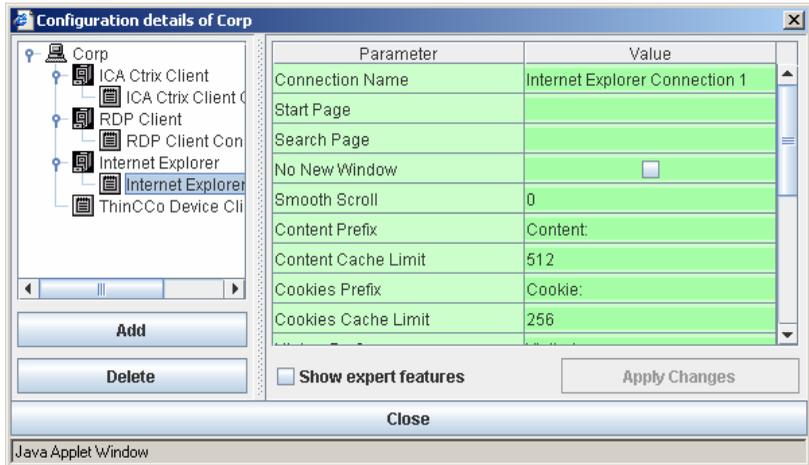
1. Open the Tisio Device Manager and select either the **Managed Devices** button or the **Groups** button.
2. Select a Tisio thin client device, top-level group or sub-level group to view or edit.



Figure 17 - View/Edit and Groups selection

Select **View/Edit Button** to open configuration details on the selected Group or terminal.

The Configuration Details window will allow all connections and settings for a Group to be modified and saved.



**Figure 18 - Configuration Details of a Selected Group**

Select a Connection Type on the left pane to open the configuration details. The right pane contains the individual setting that can be changed for the selected connection. Make changes to any connection setting and click the **Apply Changes** button.

The **Add** and **Delete** buttons can be used to create new connections or delete existing connections.

For more details see the Section below Using the Tisio Device Manager Configuration Details window see Error! Reference source not found..

## Removing Groups

Removing a group deletes the group, the configuration values associated with it and any sub-groups. Tisio devices are moved to the unassigned group. Removing groups is permanent and can not be undone. When group is deleted, a prompt is presented to confirm the deletion operation.

To remove a group or sub-group:

1. Open the Tisio Device Manager and click on the **Groups** button.
2. Select the group or sub-group to delete and click on the **Delete Group** button.
3. When presented with the **Confirm delete operation** window, click **yes** to delete the group.

## Adding Members to a Group or Sub-Group

You can add members through the Tisio Device Manager, identifying them by the devices name.

Device Manager collects and updates information on Tisio device when the devices power on. The Tisio devices are assigned to an Unassigned Group and from this list you can add Tisio devices to a Group or sub-Group you have created.

To add a new managed Tisio device using **drag and drop** of from the **TDM menu buttons**:

1. Open the Tisio Device Manager and click on the **Groups** button.
2. Select the Tisio device from the unassigned group.

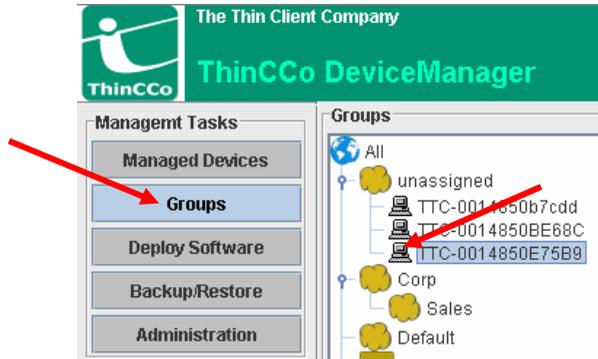


Figure 19 - Groups and device selection

3. If using **drag and drop** press the first mouse button and drag the selected device to a desired group. When the mouse pointer is over a valid group choice, indicated by a small box next to the mouse pointer, release the mouse button and answer yes to the dialog prompt.
4. If using the **Add to Group** button menu, click on it.

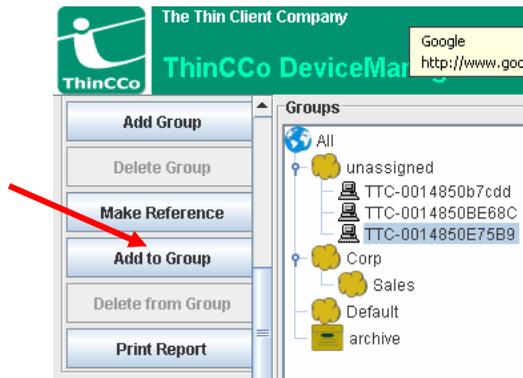


Figure 20 - Adding a device to a Group

5. Select the group from the dialog window and click OK.
6. The Selected device should now be in the group selected.

## Management Tasks – Deploy Software

The Deploy Software window contains a list of software packages for all managed Tisio devices. Software packages consist of software modules specifically designed for use on Tisio devices. These software packages can be a new O/S release, O/S updates, add-on components or add-on updates. Some examples of add-on update packages are the RDP and ICA clients.

The screenshot shows the ThinCCo DeviceManager interface. The title bar indicates 'The Thin Client Company ThinCCo DeviceManager Ret. 1.0 (Build 2144)'. The interface is divided into several sections:

- Management Tasks:** Contains buttons for 'Managed Devices', 'Groups', 'Deploy Software' (highlighted with a red arrow), 'Backup/Restore', and 'Administration'.
- Deploy Software:** Contains buttons for 'Filter', 'Add Application', 'Delete Application', and 'Print Report'.
- Software Packages List:** A table with the following columns: Name, Release, OS, Total Size, and Update Policy. The table lists various software packages such as COOL.STF LPD, Citrix ICA Client, Microsoft Internet Explorer, etc.
- Device Selection:** A list on the left of the software packages table shows 'All' selected, along with 'Tisio 90-1IT' and 'Tisio 300-1'.
- Footer:** Includes an 'Info' section and a 'Refresh' button.

Name	Release	OS	Total Size	Update Policy
COOL.STF LPD	1.2086	WinCE 5.0	38543	Update if Newer
Citrix ICA Client	9.04.0.2086	WinCE 5.0	2393367	Update if Newer
Microsoft Internet Explorer	6.0.2086	WinCE 5.0	369737	Update if Newer
NCD Load Balanced Terminal Ser.	2.11.9.2086	WinCE 5.0	705732	Update if Newer
Microsoft Remote Desktop Client	5.1.2086	WinCE 5.0	899071	Update if Newer
ThinCCo Debug Tools	1.0.2086	WinCE 5.0	565962	Update if Newer
ThinPrint_print Client WinCE	5.5.221.2086	WinCE 5.0	855147	Update if Newer
Neoware teemtalk for Windows CE	5.0.2-#41186B0	WinCE 5.0	2091820	Update if Newer
Tisio Device	1.0.2086	WinCE 5.0	12943	Update if Newer
Ralink Technology RT61 802.11b...	1.1.1.2.2086	WinCE 5.0	654168	Update if Newer
ThinCCo Device Client	1.0.2086	WinCE 5.0	472121	Update if Newer
ThinCCo Windows CE OS Update	5.0.2086	WinCE 5.0	18150255	Update if Newer

**Figure 21 - Management Tasks - Deploy Software**

The Deploy Software window also displays a list of all Tisio models, just left of the software packages. By default **All** is selected, showing all software packages for all Tisio models. Selecting one Tisio device type will display only those software packages compatible with that model.

## Setting Upgrade Policy

The Upgrade Policy controls when packages are deployed to Tisio devices and installed. The version of the software contained on the Device Manager is compared to the version of that installed on the Tisio device.

The Upgrade Policy can be set to:

- **Upgrade if Newer:** The software package is upgraded on the Tisio device if the version is at a higher level than on the Tisio device.
- **Upgrade if Different:** The software package is installed if the version does not match what is installed on the Tisio device. This setting can be used to down-rev a software package on the Tisio device.
- **Upgrade Disabled:** The software package is not installed on the Tisio device.

By default, when packages are installed on the Device Manager and made available to Tisio devices, the Upgrade Policy is set to **Upgrade if Newer**.

The Upgrade Policy setting is modified with a simple left click on the field and making another choice from the list box window.

## Filtering Software Packages

The Filter button can be used to add or remove fields from view in the Manage Devices window. The table below lists the fields that can be displayed under the Managed Device window.

Column Name	Field Description
Name	Software Package Name
Release	Software Package Version
OS	The Operating System type required for this Software Package.

Column Name	Field Description
Total Size	Software Package Size in bytes.
Upgrade Policy	Can be set to Upgrade if Newer, Upgrade if Different, or Upgrade Disabled.
Installed	Date this package was installed on the Device Manager server.

Press the button  to add or remove fields from view for the Software Package window. The Select Filter attributes window is displayed.



**Figure 22 - Filter Manage Device Window contents**

The fields that are checked are displayed in the Manage Devices window. The use of the Filter String field enables matching text to be entered to limit which devices are displayed.

## Adding Software Packages

The **Add Application** button is used to install upgrade, additional or new software packages for deployment to Tisio thin client devices.

Note: When running Tisio Device Manager from a browser on a remote PC and adding software packages, the add software packages window will only have access the local PC's file

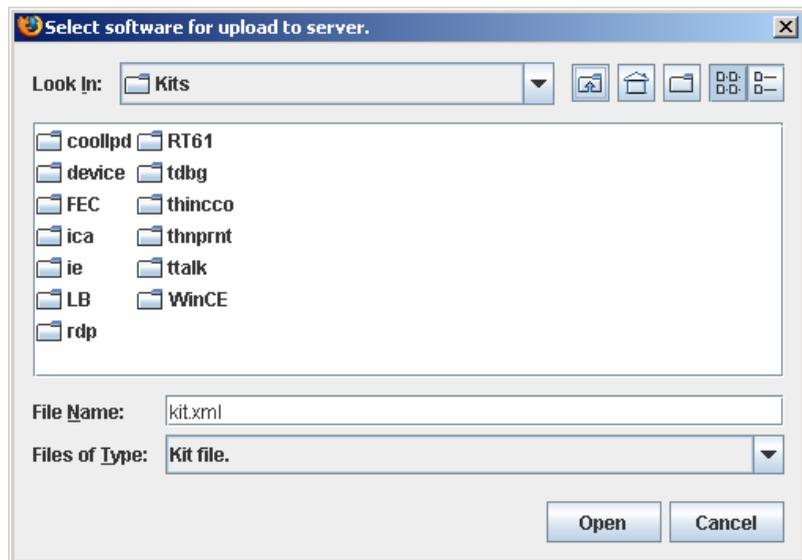
system unless a network mount has been made to the Tisio Device Manager server. Access to the application components is needed to install it on the Device Manager for distribution to clients.

To add a new software package:

1. From the Device Manager window, click on the button

**Add Application**

to open the add software packages window. If the window does not appear, see the section below, titled **Special Requirements**.



**Figure 23 - Adding Software packages window**

2. Browse to the Device Manager Kits directory. In each Kit directory there is a kits.xml file. Open the desired kit directory and select the kits.xml file, then click on the **Open** button. This will add the software kit to the Tisio Device manager.

## Special Requirements

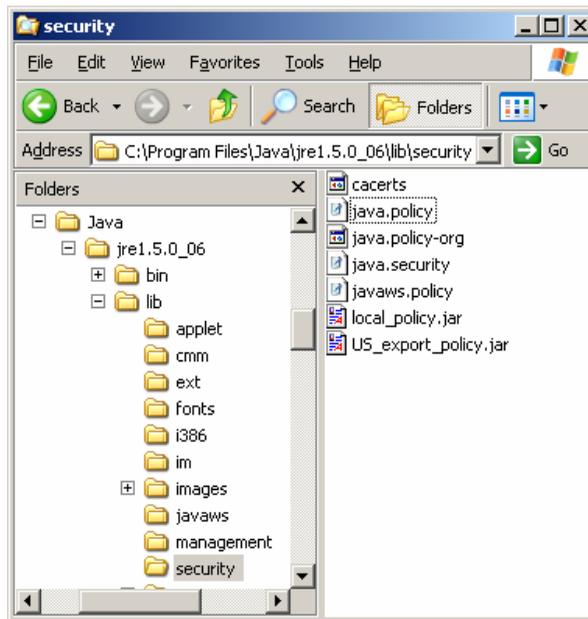
If choosing to run the Tisio Device Manager from a browser on a remote PC and requiring the add software packages task, the local

PC must grant special permissions under Java to allow the Device Manager server to access the PC's local file system.

Follow the instructions below to enable permissions under Java to allow the TDM server to access the PC's local file system.

1. Open the file *java.policy* using the text editor notepad normally found in the directory:

*C:\Program Files\Java\jre1.5.0\_06\lib\security*



**Figure 24 - Java security file location**

2. Add to the end of the file the following text:

```
// Special Permissions for Tisio Device Manager SW upload
grant codeBase "http://10.0.0.1:8080/ThinCCo/*" {
    permission java.security.AllPermission;
};
```

Where the IP address, 10.0.0.1 in this example, is the IP address of your Tisio Device Manager server.

3. Save the changes to the file `java.policy` and close all instances of your local browser window.
4. Open your local browser to the Device Manager server and the Add Application feature should now be functional.

## Management Tasks – Backup & Restore

The Backup and Restore window offers administrators an easy method of saving and restoring vital deployment and configuration information.

All vital device settings and group configurations are saved in a single archive directory and file. All saved archives are listed by the date they were created along with a user comment.



**Figure 25 - Management Tasks - Using Backup and Restore**

From the Backup and Restore window you can:

- Backup the current Device Manager configuration
- Restore from a previously saved Device Manager configuration

- Change the comment field used to describe the backup

## Backup Configuration

The **Backup config** feature is an easy way to save vital deployment and configuration of Device Manager data.

To backup the management data:

1. Under Management Tasks select **Backup/Restore**.
2. Click the button **Backup config** to open a comment dialog box, used for a description of the backup to be made.



3. Enter a comment describing your current backup configuration.
4. Click on **OK**. When the backup is completed a Backup finished window will appear. Click on **OK**. The new backup will display under the List of Backups window.

## Restore Configuration

The **Restore config** feature is an easy way to restore vital deployment and configuration data.

To Restore the management data:

1. Under Management Tasks select **Backup/Restore**.
2. Select the archive you wish to restore on the right side panel of the TDM Backup and Restore window.

3. Click the button **Restore config** to restore the backup.
4. When the restore is completed, a **Restore finished** window will appear. Click on **OK**.

## **Edit Comment**

The **Edit comment** allows the user comment field to be modified for any existing archive.

To modify comments:

1. Under Management Tasks select **Backup/Restore**.
2. Under the List of Backups window, select the archive you wish to modify the user comment.
3. Click the **Edit Comment** button to display the **Edit Comment** dialog window. Modify the user comment and click **OK**.

## Management Tasks – Administration

The Administration window in the Tisio Device Manager enables the management of user access and a simple tool to register Tisio devices on the web site; [www.thincco.com](http://www.thincco.com). At the top of the Administration window there are two tabs you can select.

From the Administration window – Devices Registration tab, you can:

- Register your Tisio product purchases
- Extend device Warranty options

From the Administration window – Users tab, you can:

- Create new user accounts and control user access
- Change user account settings and passwords
- Control user access by setting privileges
- Delete user accounts

## Administration – User Accounts

In today's computing environments security plays a vital role in data access. The User Accounts window allows administrators to define a secure environment, maintain and create user accounts to control access to management features under the Tisio Device Manager.

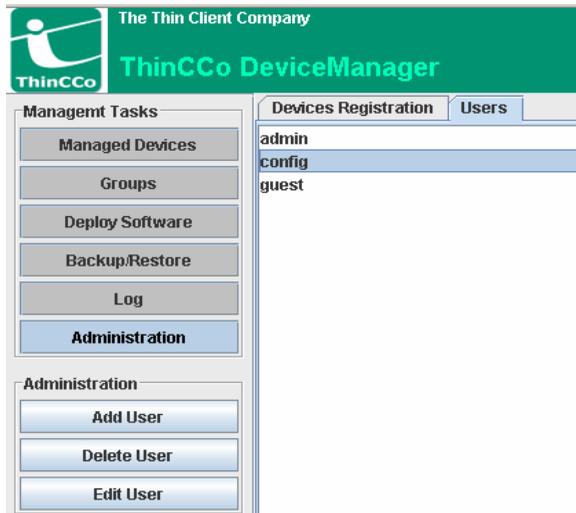


Figure 26 - Management Tasks - User Access Administration

### Default Account Restrictions

The Tisio Device Manager Administration window restricts making certain modifications under the Users tab. The account restrictions include only allowing the password to be changed for the default users **admin** and **guest**. You are not permitted to modify permissions or delete these two default users' accounts.

### Add and Edit User Accounts

The **Add User** allows a new user account to be created and to define the level of access. The **Edit User** allows the user account settings to be modified.

To create a new or edit an existing user account:

1. Under Management Tasks click on the **Administration** button.
2. Select the Users tab at the top of the window and click on **Add User** or **Edit User** to display the User window.

	View	Modify	Add	Delete
Devices	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Groups	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Software	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Backup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administrative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Figure 27 - Create or Edit User Accounts**

3. Enter the user name and password you wish to create.
4. Select the appropriate permissions. Please see access control table below.
5. Click **Apply** to save the new user account or new settings.

## User Account Security and Controlling Access

User account security controls user access to specific functions under the Tisio Device Manager. Access is controlled by setting permissions associated with a user account already created. To modify any of these permissions, see the previous section on Add and Edit User Accounts.

Column Name	Field Description
Devices - View	View all managed Tisio devices
Devices - Modify	Modify settings for all managed devices

Column Name	Field Description
Devices - Add	Add new Tisio devices to the managed list
Devices - Delete	Delete Tisio devices from the managed list
Groups - View	View all managed Group
Groups - Modify	Modify settings for all Groups
Groups - Add	Create new groups in the Groups window
Groups - Delete	Delete groups in the Groups window
Software - View	View software packages
Software - Modify	Modify settings of software packages
Software - Add	Add new software packages
Software - Delete	Delete software packages
Backup - View	View backup archives
Backup - Modify	Modify backup settings
Backup - Add	Create backup archives
Backup - Delete	Restore backup archives
License - View	View all license
License - Modify	Modify settings for licenses
License - Add	Add new licenses
License - Delete	Delete licenses
Administrative - View	View user accounts
Administrative - Modify	Modify settings for user accounts
Administrative - Add	Create new user accounts
Administrative - Delete	Delete user accounts

**Figure 28 - User Account Access Control and Permissions**

## Delete User

The **Delete User** allows a user account to be deleted. The guest and admin user accounts are system accounts and are not allowed to be deleted.

To delete a non-system user account:

1. Under Management Tasks click on the **Administration** button.
2. Select the Users tab at the top of the window and select the non-system user account to be deleted.

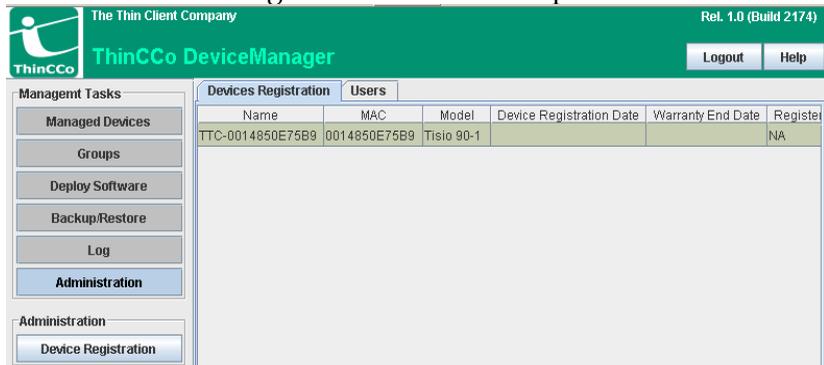
3. Click on the Delete User button to remove the user account.

## Administration – Device Registration

The Administration – Registration window enable administrators to register Tisio product with ThinPATH Systems to activate product warranties.

To register your Tisio product:

1. Under Management Tasks click on the **Administration** button.
2. Select the Device Registration tab at the top of the window.



**Figure 29 - Management Tasks - Administrative Device Registration**

3. Click on the Device Registration button to display the Register Devices window.
4. Enter the email account you used during the Customer Registration process on the web site, [www.thincco.com](http://www.thincco.com). You must be registered as a customer to complete this procedure.

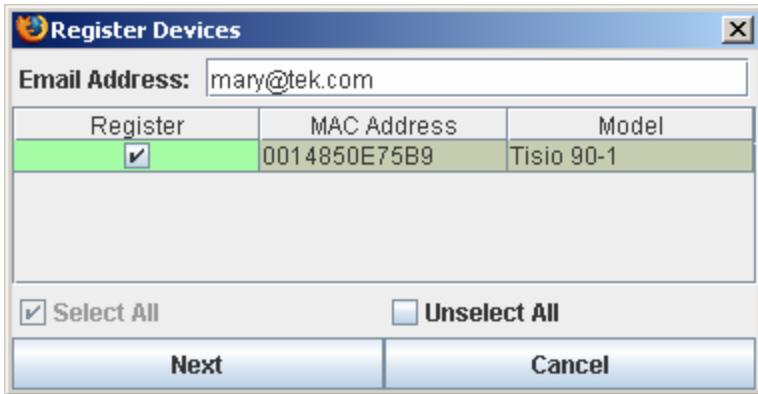


Figure 30 - Registering Tisio Devices

5. Select the Tisio device(s) to register.
6. Click **Next** to display the Register Devices confirm window.



Figure 31 - Confirming Device Registration

7. Click **Send** to register the selected Tisio products.

## Managing Device Properties

Device properties are user settings for Tisio terminals and consist of both configuration settings and connections. You can set most of the properties through Tisio Device Manager.

The configuration settings and connections can be defined on the Tisio device or under the Tisio Device Manager. The configuration settings and connections information is both uploaded and downloaded during power up of any Tisio devices. This information is available by opening the **Configuring Connections** window in the Tisio Device Manager.

Specific configuration settings and connections can be associated to a individual Tisio device, any group or sub-group. When opening the **Configuring Connections** window you are required to first select a individual Tisio device, a group or sub-group.

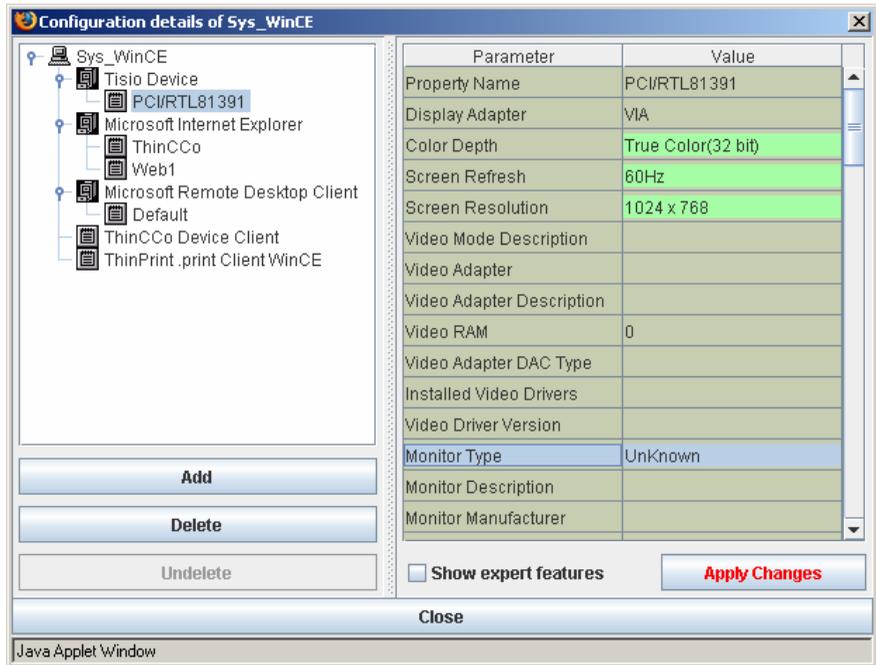
## Distributing Device Properties

The Tisio device properties are automatically exchanged with the Tisio Device Manager during power up. The distribution of device properties is controlled by the Tisio Device Client settings. On power up the Tisio device uploads its configuration settings and connection information to the Tisio Device Manager. Next the Device Manager checks for differences and downloads a new set of device properties. The configuration settings and connection information downloaded will take precedence of any local Tisio device properties.

## Device Settings

On a Tisio terminal, terminal properties are available in the Configuration Details window for the device name selected. The

Configuration Details window presents a series of Parameter and Value settings. Connections are also manageable from the Configuration Details window.



**Figure 32 - TDM Configuration Details Window**

Using the Tisio Device Managers Configuration Details Window, you can define Tisio device settings as follows:

**Tisio Device** – identifies general settings for the Tisio device. They include:

- Settings for the keyboard and the mouse.
- Settings for the monitor, including resolution, refresh rate, a screen saver and highcolor.
- Basic settings for network addresses. Parameters that cannot be set globally, such as a static IP address, are on terminals but are not in Tisio Device Manager.

- Password protection and access options.
- Settings for Hotkeys. Allows **Up** and **Down** hotkey combinations to bring forward the next active or previous active session.
- Startup options for Num Lock, Caps Lock, and Scroll Lock.

**Tisio Device Client** – lets you assign a Tisio Device Management Server.

**Connection Settings** – These are listed in the Device Managers Configuration Details and are identified using the name of the local application such as Microsoft Remote Desktop, Microsoft Internet Explorer, Citrix ICA client and Teemtalk Terminal Emulator.

## Default Device Settings

The default device settings on a Tisio terminal are as follows.

<b>Factory Default Property Settings</b>	
<b>Attribute</b>	<b>Default Setting</b>
Keyboard	English (United States).
Mouse	Right-handed.
Character Repeat	The shortest delay; midway between the fastest and slowest rate.
Desktop Area and Refresh Frequency	Best Available Using DDC.
Screen Saver	Enabled, with a timeout of 20 minutes.
IP Address	Get an address from a DHCP server. Existing IP address entries are removed.
Enable DNS	Filled with data from DHCP.
Enable WINS	Filled with data from DHCP.
Password	No password.
Pointer Speed	Four units above slow.
Audio	67% volume.

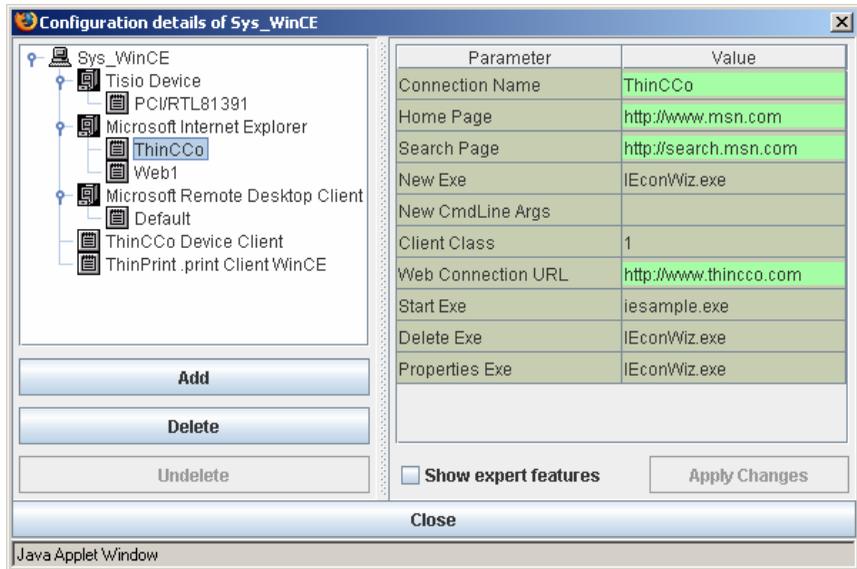
	Microphone disabled
Touchscreen	Disabled.
Server	Blank.
Hotkeys	Enabled.
Network	LAN connection; network speed is sensed automatically. DHCP timeout of 60 seconds; Management Server timeout of 5 seconds. Host resolution timeout of 5 seconds. Send count of 5.
Power	No settings.
Wireless	DHCP

## Configuring Connections

You can create connections for your Tisio terminals using the Device Managers Configuration Details window. In the Configuration Details window you can:

- Set up connections.
- Modify connections
- Remove connections.

The connections are listed by connection type and then by connection name. For a Tisio WinCE device, common connections are, Microsoft Internet Explorer and Microsoft Remote Desktop Client.



**Figure 33 - Managing Web Connections**

For a Tisio device connections type examples include:

- **Microsoft Terminal Server client connections**

The Microsoft Terminal Server client uses the RDP protocol to connect to a Windows Terminal Server.

- **Citrix ICA connections**

The Citrix ICA client uses the ICA protocol to connect to a Windows Terminal running Citrix Presentation Server or Server Citrix MetaFrame.

- **Microsoft Internet Explorer connection or Firefox Browser**

Terminals can connect to the internet using the Microsoft Internet Explorer browser or a Firefox browser.

Additional client packages are available for your Tisio thin client to support other types of connections, including those for terminal emulators, and load balancing.

## Defining Global Connections

To define global connections for Microsoft Terminal Server client, Citrix ICA client and other Tisio clients a group must be created. In the group add a connection:

1. Select a group and click on View/Edit .
2. Click Add. The New Connection dialog displays.
3. Complete the wizard.
4. Once a Tisio devices place into this group it will be assigned the new connection on the next power cycle or reboot.

## Connecting Terminals to the Internet Using Microsoft Internet Explorer

To allow an Internet Explorer session:

1. Click on the add button and select IE Browser in the list of extensions and click Add.
2. Change browser preferences as appropriate. See the TisioTisio Terminal User's Guide for explanations of available options.
3. Click OK to create a new connection.

## Removing Defined Connections

This procedure removes all connections of a specific type. It is recommended that you first remove all defined connections in order to create a clean state.

To remove all connections of a specific type:

1. Select the connection type or connection from the list and click on Delete.
2. Click Ok to confirm the delete.